

Leadership Academy Project Summary

Title: What is Your Language of Appreciation in the Workplace?

Description: A survey was created to help staff members discover their primary languages of appreciation. Results are kept at accessible locations for all staff to participate, and weekly meetings are held to keep the leadership team accountable for top-down appreciation in the work place.

1. A survey was created after reading, “The 5 Languages of Appreciation in the Workplace” by Gary Chapman & Paul White. This survey explains why appreciation is important, what the 5 languages are, and provides questions to help the individual discover their top two languages. The survey is then turned in, and results are kept at accessible locations for all staff to reference and participate. In addition, weekly meetings are held to keep the Health Services Leadership Team accountable for implementing top-down appreciation of employees in the work place.
2. Though the project is not yet complete, the results will create better morale, higher job satisfaction, and a happier work environment. People will feel valued and appreciated, and this is the number one reason people leave their jobs—when they are not appreciated.
3. Health Services Leadership Team—to help implement and encourage the project, and staff members to complete the survey, so that it can truly be implemented.
4. Briefly mentioned the topic early on in the year, then created the survey and handed out to all Health Services staff. Will be followed up by discussing the topic and next steps at the October in-service meeting, and made myself available to all staff for questions and feedback.
5. I originally wanted to use the inventory survey directly from the book, but it was going to cost \$10 for each employee to take. Because we are a non-profit and a fairly large community, this was going to be expensive—we constantly have new staff, so the expense would be ongoing, and we have a tight budget as a type A, CCRC. I called the company asking if they offered discounts to non-profit communities, and they were willing to discount to \$9/person—not enough to make a huge difference. Thus I had to come up with a new idea. Other challenges included making time for this project, as obviously I am behind. I didn’t keep to my due dates, as I had made them myself, so ultimately was only holding myself accountable and should have asked someone else to hold me accountable.
6. I created my own survey after considering ideas from the book, and made time to complete it so that it could be fully implemented in October.
7. No surprises yet—but I am anxious for staff responses to the idea of this project. It may come across as manufactured or not genuine when people are appreciated in their language, so I will ensure that I address that topic at the in-service. Discussing it ahead of time can help prevent the “weirdness factor”.
8. 1. Publicly recognize people who exemplify commitment to shared values and 2. Find ways to celebrate accomplishments/reward creatively.
9. I threw a party for my unit after we had a perfect state survey. I’ve paid closer attention to staff on the floor so that I could point out ways they go above and recognize them personally. I’ve tried to be more appreciative of staff in general, and have paid attention to how I speak in

general. I still have work to do, but my eyes have definitely been opened and I now have a way to further implement these behaviors.

10. Continue to be the resource for appreciating others in the workplace, and improving our culture/morale. Pay attention to other areas of need, and take initiative to implement other projects.